

01000 (CBI) Orientation to the FAA -- a Self-Directed Guide

Training Manager: AHR-16 Course Length: 8 hour(s)

This course is an overview of the history, functions, culture and values of the FAA. It explores who we are and what we do. It is useful both for new agency employees and those moving into new functions within the agency.

Prerequisites: None
And one of the following: None

01002 (CBI) Building a Model Work Environment

Training Manager: AHR-16 Course Length: 4 hour(s)

An overview course designed for FAA managers and supervisors that introduces the characteristics, value, and meaning of model work environment (MWE) and its relationship to organizational effectiveness. The course consists of four modules: 1) organizational effectiveness and the MWE vision; 2) equal employment opportunity (EEO) and affirmative action practices; 3) prevention of sexual harassment; 4) FAA management practices. Upon completion, managers will be able to adopt workplace practices that are consistent with the principles of MWE, EEO, affirmative action, and organizational effectiveness.

Prerequisites: None
And one of the following: None

01003 (CBI) DLS - Labor Statutes, Laws and Contracts

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills presents provisions of federal labor laws and negotiated agreements common to workplace issues. Supervisors will review and resolve real world problems by identifying and applying federal labor laws and negotiated agreements.

Prerequisites: None
And one of the following: None

01004 (CBI) DLS - Management Rights and Responsibilities

Training Manager: AHR-16 Course Length: 2 hour(s)

Management's rights and responsibilities as defined by federal law and negotiated agreement are described in this module of developing leadership skills. Special emphasis is placed on title V USC Section 7106 of the Federal Service Labor Management Relations statute which determines mandatory, permissive, and prohibited topics for negotiation.

Prerequisites: None
And one of the following: None

01005 (CBI) DLS - Grievances Unfair Labor Practices

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills includes real world scenarios that include issues that typically result in grievances and ULP's, how to resolve issues at the lowest level, and information on the formal grievance and ULP processes.

Prerequisites: None
And one of the following: None

01006 (CBI) DLS - Participative Management

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills covers partnership and participative management, and describes how these management styles can be incorporated in the first line supervisors management style. Specific emphasis is placed on Executive Order 12871, management's non-negotiable operational responsibilities, and the importance of establishing trust, open communications, and a cooperative work environment.

Prerequisites: None
And one of the following: None

01007 (CBI) DLS - Supervisory Notes

Training Manager: AHR-16 Course Length: 2 hour(s)

In this module of developing leadership skills supervisors will learn the difference between supervisory notes and agency records, appropriate and inappropriate notes, and the importance of supervisory notes as memory joggers. Supervisors will get the opportunity to take notes during the lesson and use the notes to resolve real world issues.

Prerequisites: None
And one of the following: None

01008 (CBI) DLS Using EAP Resources

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of Developing Leadership Skills covers the Employee Assistance Program (EAP), services they offer and procedures for using EAP. Special emphasis is placed on the leader's responsibility for making formal and informal referrals, and how leaders can use the EAP process to assist employees resolve personal problems.

Prerequisites: None
And one of the following: None

01009 (CBI) DLS - Leave Administration

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills covers the rules and regulations of the Family and Medical Leave Act, Family Friendly Leave Act, leave without pay, and other leave categories. This module contains a reference of the specific requirements for each type of leave.

Prerequisites: None
And one of the following: None

01010 (CBI) DLS - Stress and Trauma Management

Training Manager: AHR-16 Course Length: 2 hour(s)

How do supervisors manage stress and trauma in the workplace is the main topic of this module of developing leadership skills. Leaders are given the opportunity to learn about positive and negative stress and trauma. In addition to symptoms and sources of stress, strategies, and resources available for managing stress are included.

Prerequisites: None
And one of the following: None

01011 (CBI) DLS Interpersonal Skills

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of Developing Leadership Skill presents techniques to enhance interpersonal skills. These techniques include: active listening, feedback, assertion, consistent interactions, and conflict resolution. Leaders will observe real-world scenarios and identify effective and ineffective interpersonal skills.

Prerequisites: None
And one of the following: None

01012 (CBI) DLS - Organization of Work

Training Manager: AHR-16 Course Length: 2 hour(s)

In this module of developing leadership skills, leaders will learn several strategies for prioritizing and scheduling operational and administrative duties. Special emphasis is placed on identifying common time wasters and components of effective time management.

Prerequisites: None
And one of the following: None

01013 Information Availability & Analysis (IAA) Executive Session

Training Manager: AHR-16 Course Length: 2 hour(s)

Abbreviated version of IAA for managers, including high-level overview of C/PM, CAS, and LDR content, including definitions, links, benefits; how to generate, access and read CAS and CAS labor reports; how CAS and LDR data reports can be used to identify issues, make decisions and improve performance. Also includes review of topics, scenarios, and discussion from all manager course offerings within LOB/staff office, as well as interactive case study featuring LOB/staff office specific cost data, issues, scenarios, and reports.

Prerequisites: None
And one of the following: None

01015 (CBI) Reasonable Suspicion Training for Managers and Supvrs

Training Manager: AHR-16 Course Length: 4 hour(s)

This course is designed to provide training and skills application for a higher comfort level so managers and supervisors can make reasonable suspicion determinations for drug use and alcohol abuse. The course presents the applicable regulations and explains them in detail. The course takes the student step-by-step through the entire process of making reasonable suspicion determinations, provides downloadable required notification letters and has all of the required reference documents in the CD ROM. In addition, there is a video portion that presents typical situations for the student to use their skills to make decisions and then provide the correct determinations.

Prerequisites: None
And one of the following: None

01016 (CBI) DLS Union and Employee Rights and Responsibilities

Training Manager: AHR-16 Course Length: 2 hour(s)

In this module of developing leadership skills supervisors will apply the requirements of collective bargaining unit agreements as they relate to union and employee rights and responsibilities. Leaders will learn about management's obligation to bargain, formal meetings, and Weingarten situations.

Prerequisites: None
And one of the following: None

01017 (CBI) DLS - The Collective Bargaining Process

Training Manager: AHR-16 Course Length: 2 hour(s)

The objective of this module of developing leadership skills is to give

leaders a better understanding of the bargaining process. Some of the bargaining topics covered include: impact and implementation, substance, interest-based, and positional bargaining.

Prerequisites: None
And one of the following: None

01018 (CBI) DLS - MOU's, Facility Directives, and Past Practices

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills identifies what are appropriate topics for local MOU's and facility directives, what is a past practice, and how leaders resolve problems associated with MOU's, facility directives and past practices. Leaders will use federal statutes to determine if issues should be negotiated based on substance, impact and implementation, or management rights preclude negotiation.

Prerequisites: None
And one of the following: None

01019 (CBI) DLS - Conduct and Discipline

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills allows leaders to resolve real work issues by applying the human resource policy manual and other FAA directives, policy, and guidance to conduct and discipline cases. Leaders will learn about such topics as the FAA Douglas factors, the concept of progressive discipline, and applying the FAA table of penalties. A brief overview of ethics basics is also presented.

Prerequisites: None
And one of the following: None

01021 (CBI) DLS - Career Development

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills includes: (1) different styles and types of mentoring and the DOT mentoring handbook; (2) guidance in developing individual development plans; (3) other methods of career development; (4) FAA training policy as it relates to the topic; and (5) benefits of career development for the agency, supervisor, and employee.

Prerequisites: None
And one of the following: None

01022 (CBI) DLS - Change Management

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills covers ways to effectively deal with change in the agency. At the end of the module you will be able to: explain the change process, recognize behaviors that are indicative of resistance to change, understand ways of overcoming such resistance, and apply tips and guidelines to assist employees through change.

Prerequisites: None
And one of the following: None

01023 (CBI) DLS - Skills for the Interviewer

Training Manager: AHR-16 Course Length: 2 hour(s)

This module of developing leadership skills deals with the skills needed to conduct a successful selection interview. At the end of the module, you will be able to: list the characteristics of a successful interview; ways to prepare; and the major types of interviews. You will gain an understanding of consistency, questions to use and to avoid, and tips to establish rapport and maintain control of the process. You will also be able to describe the best ways to close the interview and evaluate results.

Prerequisites: None
And one of the following: None

01179 Building Effective Agreements

Training Manager: AHR-24 Course Length: 24 hour(s)

Building effective agreements builds skills in reaching agreements. Methodologies include negotiation, case studies, classroom lecture, and discussion. The course furthers learning based on experience building agreements on the job, which participants have documented for analysis and discussion.

Prerequisites: None
And one of the following: None

01187 Managing Partnership Realities

Training Manager: AHR-24 Course Length: 20 hour(s)

The course is practical and impactful for FAA/DOT working partner pairs who have been actively engaged in a partnership effort and who want to maintain, enhance, and expand their partnership effectiveness. Learning methodology includes a combination of standard measurement/assessment instruments, classroom discussion, and case study application using participants' actual workplace issues. Current realities in today's FAA/DOT will be addressed in a supportive partnership classroom environment. The course design reflects a collaborative effort between FAA/DOT labor and management.

Prerequisites: None
And one of the following: None

01188 A Systemic View of the ARS Organization

Training Manager: AHR-24 Course Length: 40 hour(s)

This Air Traffic System Requirements Service (ARS) course focuses on three distinct areas: the integration of ARS processes and their relationship to FAA planning efforts; the Acquisition Management System (AMS) and the Federal and FAA budget policies; the identification of the appropriate vertical and horizontal channels for addressing issues arising from ARS activities; and the enhancing of long-term systematic perspectives relative to developing, prioritizing, and meeting air traffic system requirements.

Prerequisites: None
And one of the following: None

01193 Basic Principles of Interest-Based Bargaining

Training Manager: AHR-24 Course Length: 4 hour(s)

In the Basic Principles of Interest-Based Bargaining session, participants will learn to recognize characteristics of positional versus interest-based approaches and gain an overview of an interest-based problem-solving model. This session is for those who need a general understanding of the interest-based bargaining process.

Prerequisites: None
And one of the following: None

01194 Taking Responsibility for Your Own Stress

Training Manager: AHR-24 Course Length: 4 hour(s)

Through the use of interactive lecture and dialogue, participants will enhance their effectiveness during changing times. Participants will identify causes and effects of work-related stress and identify various coping strategies. The session will also explore choosing personal responses versus reacting, in minimizing the stress inherent in result-oriented environments.

Prerequisites: None
And one of the following: None

01195 Introduction to Myers Briggs Type Indicator

Training Manager: AHR-24 Course Length: 3 hour(s)

The Myers-Briggs Type Indicator (MBTI) is a self-report questionnaire designed to identify different personality types, differences that can be the source of much organizational misunderstanding and miscommunications. Participants in this session will learn their Myers-Briggs personality type and gain an understanding and appreciation for how various personalities focus attention, take in information, make decisions, and relate to the outside world.

Prerequisites: None
And one of the following: None

01198 Managing Yourself Through Change

Training Manager: AHR-24 Course Length: 4 hour(s)

This workshop is an introduction to the management of personal change in a professional environment. Participants will be introduced to basic change theory and the stages of change. Through large group discussion and activities, participants will learn to identify the impact of change, enhance skills for managing change, and devise personal strategies to deal effectively with change.

Prerequisites: None
And one of the following: None

01199 Facilitator Tools for Effective Meetings

Training Manager: AHR-24 Course Length: 4 hour(s)

Given the increasing demands on limited resources, it is crucial that meetings become more efficient and effective in producing desired outcomes and fostering collaboration. In this workshop, participants will develop operating guidelines for meetings, clarify meeting outcomes, utilize a decision-making model, and enhance group member participants and effective facilitator behaviors.

Prerequisites: None
And one of the following: None

01209 Combating Negativity

Training Manager: AHR-24 Course Length: 4 hour(s)

This workshop is designed to help participants recognize and deal with the insidious nature of negativity and its impact on their success. Participants will learn a five-step process for attacking and conquering negativity in themselves and as the first step in doing so with others.

Prerequisites: None
And one of the following: None

01217 Team Workshop

Training Manager: AHR-24 Course Length: 25 hour(s)

Team workshops are designed to provide instructional and consultative services to organizations and teams. Deliveries may consist of existing courses, abbreviated or modified deliveries of existing courses, or facilitation around specific issues. Examples are visioning, team building, goal setting, reengineering, consolidating, transition of leadership, and interpersonal communications training. The overall outcome is to build effective work groups that share a sense of community and a commitment to resolving issues. Methodologies include interactive discussion, lectures, skill practices, collaborative data generation, and indoor and outdoor hands-on activities.

Prerequisites: None
And one of the following: None

01219 Mediating Conflict

Training Manager: AHR-24 Course Length: 4 hour(s)

This workshop provides participants with an introduction to the basic interpersonal and communication skills to mediate conflict in the workplace. It addresses mediation 'on the fly' when a structured process is not available or appropriate. It will include a brief exploration of a mediator's instincts, intuitions, attitudes and values, and the critical role they play in being an effective mediator.

Prerequisites: None
And one of the following: None

01222 NAS Technical Evaluator Training

Training Manager: AHR-24 Course Length: 28 hour(s)

This 3-1/2 day NAS technical evaluation course (NASTEP) addresses the major responsibilities of the on-site evaluation team. Major topics include: NASTEP Order 6040.6E, Objectives, Implementation Guidelines, and Process Review; software for evaluation reports; planning a site visit; on-site interviews; writing issue statements; systems thinking concepts; working in teams; analyzing causes of issues; developing site and systemic recommendations; and writing evaluation reports. Learning methods of this course include brief presentations of subjects, real-life evaluation scenarios, group activities, assessment surveys, and class dialogue on shared learnings.

Prerequisites: None
And one of the following: None

01223 The FAA Budget in Brief

Training Manager: AHR-24 Course Length: 7 hour(s)

The congressional budget process is lengthy, time consuming and complex. Yet the FAA's existence depends on it. This workshop provides an overview of the federal budget process, major events in the FAA budget cycle, and budget formulation and execution tasks. Participants will have the opportunity to critique a sample budget justification and act as members of a budget review board.

Prerequisites: None
And one of the following: None

01227 Improving Work Processes

Training Manager: AHR-24 Course Length: 4 hour(s)

To succeed (or even survive) with shrinking resources, organizations must refocus on their processes. This workshop offers a strategy

for using a process-focused model and provides tools and techniques to identify and transform core processes to create customer value. Participants will have the opportunity to flow chart processes they actually perform and identify non-value added steps.

Prerequisites: None
And one of the following: None

01228 Strategic Planning: Navigating Toward the Future

Training Manager: AHR-24 Course Length: 4 hour(s)

Participants will gain an awareness of the critical nature of planning for the future and explore the six elements of the strategic planning process. By utilizing sample plans, checklists and process models, participants will develop a challenging and yet realistic organizational action plan for their area of responsibility.

Prerequisites: None
And one of the following: None

01229 Labor Management Relations: Understanding the Answers

Training Manager: AHR-24 Course Length: 5 hour(s)

Participants will have the opportunity to gain an understanding of the Federal Service Labor Management Relations Statute as it applies to FAA workplace situations. Special emphasis is placed on clarifying formal and Weingarten discussions, obligation to bargain, and representation rights.

Prerequisites: None
And one of the following: None

01235 Air Traffic Labor Management Relations

Training Manager: AHR-24 Course Length: 24 hour(s)

This course is designed specifically for air traffic 540's, labor relations specialists, supervisory personnel, management specialists, and facility managers. Participants will learn to apply labor management relations methods that will enable management to operate in an effective and systemic manner. Content will focus on the air traffic environment and strategic decisionmaking in labor management relations situations. Activities include case studies, analysis skill practice, and systemic problem solving group work.

Prerequisites: None
And one of the following: None

01236 Mediation Techniques for Conflict Resolution

Training Manager: AHR-24 Course Length: 16 hour(s)

This course is designed to give participants experience in using mediation techniques to collect and process information, to confront manipulative tactics, and to empower others to create mutually acceptable resolutions to workplace conflicts. Before attending mediation techniques, participants will be required to complete a 1 to 2 hour, self-paced distance learning module. Through discussion, role play, videotape skill practice, and peer and instructor feedback, participants will learn to recognize appropriate practical skills and techniques for effective conflict management.

Prerequisites: None
And one of the following: None

01239 Influencing Skills

Training Manager: AHR-24 Course Length: 4 hour(s)

In today's empowered environment, FAA employees have the opportunity and obligation to lead regardless of their position, title, or designated responsibility. This workshop focuses on that aspect of leadership related to the individual's ability and willingness to proactively influence outcomes in support of the agency's mission. Participants will enhance the requisite skills of presenting a persuasive message, questioning to verify understanding, and selecting appropriate verbiage.

Prerequisites: None
And one of the following: None

01240 Managing Your Workload for Success

Training Manager: AHR-24 Course Length: 6 hour(s)

Are you overwhelmed with handling multiple tasks in your job? Do you want to stop feeling like a victim in your work environment? This session provides helpful tips for organizing your immediate work responsibilities. Participants will practice applying the proven methods and tools learned in this session to help manage their time and tasks at work.

Prerequisites: None
And one of the following: None

01244 Critical Examination of Mental Models

Training Manager: AHR-24 Course Length: 4 hour(s)

This workshop provides participants the opportunity to increase the awareness of their mental models regarding critical FAA issues, such as people, policies, unions, leadership and accountability. Participants will develop strategies to recognize and modify the impact of their behaviors in actual work-related situations.

Prerequisites: None
And one of the following: None

01245 Implications Charting: Analyzing Systemic Problems

Training Manager: AHR-24 Course Length: 4 hour(s)

Implications charting is a powerful tool to review and assess potential solutions prior to implementation. This tool is a decision enhancing strategy for identifying possible pitfalls, creating more desirable alternatives, and developing alternatives for maximum success. Participants will apply the tools and techniques of implications charting to a systemic problem.

Prerequisites: None
And one of the following: None

01246 Managing Others Through Change

Training Manager: AHR-24 Course Length: 4 hour(s)

This workshop explores the concept of change resistance, the reason it occurs, and the strategies for minimizing its negative impact. Participants will learn to recognize the behaviors indicative of resistance and will develop strategies for interacting effectively with people who are resistant to change.

Prerequisites: None
And one of the following: None

01248 Ethics: Impact and Challenges

Training Manager: AHR-24 Course Length: 4 hour(s)

Participants will learn to recognize the degree to which ethical dilemmas impact their work-related decisions; recognize the impact of ethical decisions on the FAA as an organization; develop and practice strategies for minimizing risks typically associated with ethical decisions in a political environment; and acknowledge their individual influence on the ethical behavior of others. An additional lab will be available to participants who want to develop and practice strategies for encouraging others to increase the frequency of ethical behavior in the workplace.

Prerequisites: None
And one of the following: None

01317 (CBI) Managing Diversity in the Workforce

Training Manager: AHR-24 Course Length: 8 hour(s)

The course is for FAA managers and supervisors. It provides insight and guidance about applicable federal law and FAA policies for managing a workforce that continues to grow more diverse.

Prerequisites: None
And one of the following: None

01523 Facilitator Training Course

Training Manager: AHR-24 Course Length: 36 hour(s)

This course is intended for those employees who have or are expected to have responsibilities as facilitators in the agency. Methodologies in the course are a combination of theory and large group discussion and skill practice. Students are given several opportunities to apply their learning as facilitators during videotaped sessions. They will give and receive feedback with other participants and instructors.

Prerequisites: None
And one of the following: None

01529 FAA Regulatory Course

Training Manager: AHR-16 Course Length: 40 hour(s)

This course is designed to prepare students to participate as either a member or leader of a rule-making team. Students will gain a thorough understanding and develop skills in the areas of problem identification, research, development and analysis of options, document drafting, teamwork, resource planning, and coordination. Students will also gain knowledge of the legal aspects of rule making including the pertinent executive orders, statutes, and governing regulations required in the rule-making process.

Prerequisites: None
And one of the following: None

01552 Introduction to Evaluation

Training Manager: AHR-16 Course Length: 32 hour(s)

01552

Prerequisites: None
And one of the following: None

01553 Change Agent

Training Manager: AHR-24 Course Length: 36 hour(s)

Change agent is designed for those within the FAA who serve as internal consultants. The course provides participants an opportunity to enhance their effectiveness in supporting groups in resolving complex problems and facilitating systemic organizational change. Through classroom simulations, video, and application exercises, participants will practice skills in forming a consulting relationship, working with a customer organization, and terminating the customer relationship when appropriate. This course is designed for experienced facilitators who have completed Course 01523 and are actively engaged with working groups.

Prerequisites: None
And one of the following: None

01557 The ARA Organization: Its Customers and Influences

Training Manager: AHR-16 Course Length: 8 hour(s)

This course is designed for new ARA employees as well as current employees who wish to increase their overall knowledge of the ARA organization. The purpose of this course is to provide employees with a systems perspective of the work of ARA, including its internal and external customers and influences. The course provides an understanding of how ARA fits into the larger picture of the FAA, the federal government, and the aviation industry. As a by-product, participants will also increase their knowledge of the work of each FAA line of business and how ARA works in partnership with these organizations to support the FAA's mission.

Prerequisites: None
And one of the following: None

01558 Supervisory Skills Training

Training Manager: AHR-16 Course Length: 16 hour(s)

This 2-day course will provide supervisors/managers with the latest policy as well as practical, 'how to' information on various human resource management topics. Areas covered in the course are: labor relations, conduct and discipline, performance management, employee development, staffing, classification and compensation, OWCP/retirement/leave administration, personnel reform flexibilities, accountability board, model work environment, and interpersonal skills.

Prerequisites: None
And one of the following: None

01559 Model Work Environment

Training Manager: AHR-16 Course Length: 16 hour(s)

This course is 16 hours of instructor-based training and provides both declarative and procedural (skills) aspects of the model work environment initiative. Topics include: MWE overview, mental models, communications, conflict and collaboration, and problem solving. Skills building exercises are designed for participants to acquire and practice skills in a 'safe' environment.

Prerequisites: None
And one of the following: None

01589 CPMIS Processing of Personnel Actions

Training Manager: AHR-16 Course Length: 36 hour(s)

This course is designed to teach personnel how to use the Consolidated Personnel Management Information System (CPMIS) to process personnel actions. The FAA, under a reimbursable agreement, will allow personnel from other Departmental modal administrations and the National Transportation Safety Board (NTSB) to enroll in the course. The prerequisites include training, education

and experience in operation of a cathode ray tube, and interpretation and use of the Federal Personnel Manual, Supplement 296-33, Processing Personnel Actions.

Prerequisites: None
And one of the following: None

01592 CPMIS User Request Language (Advanced)

Training Manager: AHR-13 Course Length: 40 hour(s)

This course is designed as a follow-on to CPMIS Orientation and Basic User Request Language training (Course 01593). It provides an in-depth knowledge of the Data Management/User Request Language (DMURL) used by the FAA Consolidated Personnel Management Information System (CPMIS). It is designed for individuals whose positions require the preparation of complex DMURL programs.

Prerequisites: None
And one of the following: None

01593 CPMIS Orientation and Basic User Request Language

Training Manager: AHR-16 Course Length: 40 hour(s)

This course provides an overview of the FAA consolidated personnel management information system (CPMIS), including the database structure, terminal, deferrals, printer usage, and an introduction to the Data Management/User Request Language (DMURL) used by CPMIS. It is designed for individuals whose positions require direct interaction with the CPMIS.

Prerequisites: None
And one of the following: None

05165 Labor Distribution Reporting for Quality Assurance Resources

Training Manager: AHR-16 Course Length: 24 hour(s)

FAA LDR training for quality assurance resources (QAR) is a 1-day course for quality assurance resources employees. The course traces the LDR process and agency/LOB/SO charging practices and the roles that the QAR assumes in each. Using the QA reference guide, CAS/LDR FAA-wide dictionary, and specific LOB/SO resources, students will explore their roles as liaison, advisor on charging practices, compliance monitor, investigator of reports, and manager of project and activity codes to ensure that LDR data for the organization is accurate and complete and supports FAA personnel in following LDR policy and procedures.

Prerequisites: None
And one of the following: None

05592 EEO Counselors' Training

Training Manager: AHR-16 Course Length: 32 hour(s)

This course focuses on the knowledge and skills needed to resolve EEO complaints and how to write an objective report. It is designed for employees who have been selected as EEO counselors. The course will be delivered by instructors from a private concern, and all course materials will be provided by these instructors.

Prerequisites: None
And one of the following: None

05598 FAA HQ Equal Employment Opportunity Mediation Program

Training Manager: AHR-16 Course Length: 24 hour(s)

Prerequisites: None
And one of the following: None

05599 Special Emphasis Program Training Course

Training Manager: AHR-16 Course Length: 32 hour(s)

This course will provide analytical skills and communications skills. It identifies the individual roles of the special emphasis program managers; legal basis for the programs, goals, and objectives as supported by federal law; teaches the differences between EEO and affirmative employment; disparate treatment and disparate impact; discrimination complaints process and the SEPM's role; role of the EEOC; upward mobility--what it is and how it works; recruitment issues--formal and informal; programs for individuals with disabilities, accommodation issues; sexual harassment and the SEPM's roles; analyzing workforce data; and affirmative action items--what they are and how to write them.

Prerequisites: None
And one of the following: None

05600 (IVT) Processing EEO Complaints

Training Manager: AHR-16 Course Length: 4 hour(s)

This course provides training to enhance the knowledge and skills of EEO specialists and EEO counselors in the processing of EEO complaints. Participants will have a better understanding of current civil rights issues and their impact on the work environment. They will also be able to determine the appropriate assistance that may be required from the civil rights office or an EEO counselor.

Prerequisites: None
And one of the following: None

05601 (IVT) EEO (Refresher/Update)

Training Manager: AHR-16 Course Length: 4 hour(s)

Provides information to enhance the knowledge and skills of EEO specialists and EEO counselors in the processing of EEO complaints. Participants will have a better understanding of current civil rights issues and their impact on the work environment, and be able to determine the appropriate assistance that may be required from the civil rights office or EEO counselor.

Prerequisites: None
And one of the following: None

05602 Business Process Engineering

Training Manager: AHR-16 Course Length: 32 hour(s)

This course provides training for process owners, managers, team leaders (managers, supervisors, staff personnel) on the business process engineering (BPE) model, approach, and applications. The course consists of 50% lecture and 50% interactive exercises and laboratory work. Subjects include the steps, activities, and tools involved in process analysis, redesign, and implementation through use of a case study. The course builds on problem solving, facilitation, conflict resolution, and change management techniques. A BPE guidebook is included.

Prerequisites: None
And one of the following: None

05603 Acquire Purchasing Training

Training Manager: AHR-16 Course Length: 24 hour(s)

The objective of the acquire training is to train FAA procurement specialists, contracting officers, and others on the new Acquire system being installed to replace the current System for Acquisition Management (SAM). Training will be lecture and hands-on activities. Training will be structured around requisitioning, requisition approval, and fund certification activities. The four components are; 1) functional training; 2) business process training; 3) functional overview; 4) purchasing overview. Each trainee will receive an Acquire training manual to achieve course objectives and to use as a reference guide for the system and an instructional guide.

Prerequisites: None
And one of the following: None

05604 Acquire Requisitioner Training

Training Manager: AHR-16 Course Length: 16 hour(s)

The objective of the Acquire training is to train FAA requisitioners on the new Acquire system being installed to replace the current System for Acquisition Management (SAM). Training will be of lecture and hands-on activities. Training will be structured around requisitioning, requisition approval, and fund certification activities. Functional

training includes; identifying navigational paths and responsibilities with the system, hands-on lab exercises, processes for performing reviews and approvals, etc. Business process training identifies new business processes that are specific to the FAA and will be incorporated into the functional training when appropriate.

Prerequisites: None
And one of the following: None

05605 Information Technology & Information Security Training

Training Manager: AHR-16 Course Length: 28 hour(s)

The information technology (IT) and information security (IS) training is designed to provide an overview of the IT management resources, in-depth training on all aspects of information security, up-to-date information on IT telecommunications, services, and processes in the FAA. Topics include legislative implementation of IT in the federal sector; the latest contracting vehicles, migration of administrative systems, and the NAS information architecture. Information security topics include, security planning, FAA IS policy, the common criteria, risk management, and IS security awareness. Topics will be presented by subject experts from FAA, other Federal agencies, and private industry.

Prerequisites: None
And one of the following: None

05608 NISC Government Technical Interpreter (GTI) Indoctrination

Training Manager: AHR-16 Course Length: 8 hour(s)

NISC GTI is designed to introduce FAA GTIs to the NISC, delineate their roles and responsibilities regarding the NISC program, and help ensure the proper administration and execution of the contract. Topics to be covered include NISC background, NISC-11 basic provisions, NISC statement of work, roles and responsibilities of GTIs, the NISC award fee process, task order basics, task order preparation, constructive changes, personal vs. non-personal service contracts, and inherently governmental functions.

Prerequisites: None
And one of the following: None

05609 NISC Government Technical Interpreter (GTI) Indoctrination

Training Manager: AHR-16 Course Length: 8 hour(s)

NISC GTI training is designed to introduce FAA GTIs to the NISC, delineate their roles and responsibilities regarding the NISC program, and help ensure the proper administration and execution of the contract. Subjects to be covered include NISC background, NISC-11 basic provisions, NISC statement of work, roles and responsibilities of GTIs, the NISC award fee process, task order basics, task order

preparation, constructive changes, personal vs. non-personal service contracts, and inherently governmental functions.

Prerequisites: None
And one of the following: None

05610 NISC Associate Technical Officer (ATO) Indoctrination

Training Manager: AHR-16 Course Length: 24 hour(s)

NISC ATO training is designed to indoctrinate FAA ATO's to the NISC, delineate their roles and responsibilities regarding the NISC and help ensure the proper administration and execution of the contract. Topics to be covered include NISC background; roles and responsibilities of key NISC personnel; NISC statement of work, labor categories and skill levels; constructive changes; personal vs. non-personal services; inherently governmental functions; NISC special contract provisions; task order basics and task order preparation; and the NISC award fee process.

Prerequisites: None
And one of the following: None

05611 ADA/UFAS: Accessibility for Government

Training Manager: AHR-16 Course Length: 30 hour(s)

FAA employees and their private sector consultants face increasing challenges in complying with both the Americans With Disabilities Act (ADA) standards and the Uniform Federal Accessibility Standards (UFAS). This course offers an overview of the most difficult compliance requirements of each, reinforced with slides, oral presentations, written evaluations, class discussions, and drawing assignments. The course then goes beyond the standards to propose universal design solutions that do not segregate users or visually destroy design integrity or historical significance. Case study breakout sessions will offer detailed analysis of a choice of FAA facilities.

Prerequisites: None
And one of the following: None

05612 Core Compensation Manager's Training

Training Manager: AHR-16 Course Length: 16 hour(s)

The 2-day workshop includes: (1) an overview of the core compensation system; (2) job documentation; (3) the roles in the OSI/SCI process; (4) communicating about pay to employees; (5) setting pay; and (6) managerial accountability under the new system. Managers will participate in practical exercises, using decision tools that will help prepare them for their role.

Prerequisites: None
And one of the following: None

05613 LDR Procedures Training for Employees

Training Manager: AHR-16 Course Length: 4 hour(s)

LDR employee training teaches the LDR process for collecting and submitting data on the time/labor cost employees spend working on projects and activities.

Prerequisites: None
And one of the following: None

05614 Labor Distribution Reporting (LDR) Training for Trainers

Training Manager: AHR-16 Course Length: 12 hour(s)

LDR training for trainers prepares FAA trainers to deliver the LDR employees procedures training in an effective manner adhering to adult learning principles.

Prerequisites: None
And one of the following: None

05615 LDR for Quality Assurance Resources

Training Manager: AHR-16 Course Length: 6 hour(s)

FAA LDR training for Quality Assurance Resources (QAR) is a 1-day course for quality assurance resources employees. The course traces the LDR process and agency/LOB/SO charging practices and the roles that the QAR assumes in each. Using the QAR reference guide, CAS/LDR FAA-wide dictionary, and specific LOB/SO resources, students will explore their roles as liaison, advisor on charging practices, compliance monitor, investigator of reports, and manager of project and activity codes to ensure that LDR data for the organization is accurate and complete and supports FAA personnel in following LDR policy and procedures.

Prerequisites: None
And one of the following: None

05616 Business Oversight Status System (BOSS)

Training Manager: AHR-16 Course Length: 16 hour(s)

The course provides training on the use of the national flight standards and aircraft certification budget cuff record system. The system supports budgetary processes within the two services including budget execution, formulation and management reporting. The training reviews system terminology, guidelines and concepts. The curriculum focuses on data management (create, edit, and delete) of expense and allotment records, data search capabilities, and report production. Users are introduced to ad-hoc capabilities through direct access of BOSS data via MS Excel. Users are expected to have familiarity of AFS and AIR workstation software as well as fundamental budget experience.

Prerequisites: None
And one of the following: None

05617 AOS LMR Skills Workshop

Training Manager: AHR-16 Course Length: 16 hour(s)

A 2-day course at a refresher level that contains the following subject areas: LMR laws and AOS collective bargaining agreements; application of collective bargaining agreements; understanding the implication for managers of LMR statutes; responding to and resolving workplace union issues; identification of situations requiring union involvement; avoiding unfair labor practice (ULP) allegations; understanding the ways/means to respond to ULP's; recognizing issues that require union negotiation; avoiding potential LMR pitfalls; participating in effective LMR negotiations; dealing with equipment modifications; and implementation issues.

Prerequisites: None
And one of the following: None

05618 Model Work Environment Skills Training

Training Manager: AHR-16 Course Length: 16 hour(s)

Sixteen (16) hours of instructor-based training provided both declarative and procedural (skills) aspects of the Model Work Environment initiative. Topics include: MWE overview, mental models, communication, conflict and collaboration, and problem solving. Skill building exercises are designed for participants to acquire and practice skills in a 'safe' environment.

Prerequisites: None
And one of the following: None

05619 Local Support Training Plan

Training Manager: AHR-16 Course Length: 24 hour(s)

This instructor-led course enables Domino and Notes end-user support personnel to use available resources to find solutions to the most common Notes and Domino R5 end-user error, problems, and frequently asked questions (FAQs).

Prerequisites: None
And one of the following: None

05620 System Administrator Training Plan, Version 5

Training Manager: AHR-16 Course Length: 40 hour(s)

A preconfigured R5 server environment, students will perform basic server maintenance and troubleshooting tasks, and discover basic concepts and Domino administration. Using a pre-installed Domino R5 infrastructure, students will create and modify user settings and

connections for both notes clients and browser clients. As part of this process, students will create and distribute Notes IDs, and recertify, rename, and terminate users.

Prerequisites: None
And one of the following: None

05633 Protecting Your Network and Computing Asset

Training Manager: AHR-16 Course Length: 40 hour(s)

This 5-day, hands-on course is designed to give students the fundamental knowledge about detecting and responding to intrusions.

Prerequisites: None
And one of the following: None

05634 Delphi General Ledger (DGL)

Training Manager: AHR-16 Course Length: 16 hour(s)

This course provides users with an understanding of FAA business processes and how to perform the following transactions in Delphi: (a) create manual journal entries; (b) upload journal entries; (c) process internal and external journals; (d) process GL reconciliations; (e) execute weekly, monthly, and year-end processes; and (f) reporting.

Prerequisites: None
And one of the following: None

05635 (CBI) Delphi Navigation

Training Manager: AHR-16 Course Length: 4 hour(s)

This course provides the basic knowledge for navigating the Delphi application and generating reports. This course also offers basic training in the following areas: (a) logging on and logging off; (b) navigating Delphi application menus and forms; (c) help in the application; (d) entering information and the types of data; (e) entering, editing, and deleting transactions and records; (f) conducting queries in Delphi; (g) running requests (aka--running Oracle reports); and (h) tips for effectively using Oracle Delphi.

Prerequisites: None
And one of the following: None

05636 Delphi Project Accounting

Training Manager: AHR-16 Course Length: 16 hour(s)

This course provides users with an understanding of FAA business processes and how to perform the following transactions in Delphi: (a) establish project and reimbursable agreements; (b) maintain a project; (c) record project activities; (d) manage a project; and

(e) close a project.

Prerequisites: None
And one of the following: None

05637 Delphi Accounts Receivable Course

Training Manager: AHR-16 Course Length: 16 hour(s)

This course provides users with an understanding of FAA business processes and how to perform the following transactions in Delphi: (a) set up and manage customer information; (b) create and process billing invoices; (c) process reimbursable agreements; (d) record receipts; (e) manage debt; (f) period end closing; and (g) reporting.

Prerequisites: None
And one of the following: None

05638 Delphi Fixed Assets

Training Manager: AHR-16 Course Length: 16 hour(s)

This course provides users with an understanding of FAA business practices and how to perform the following transactions in Delphi: (a) create and manage assets; (c) remove assets; (d) period end closing; and (e) reporting.

Prerequisites: None
And one of the following: None

05639 Delphi, U.S. Standard General Ledger (SGL)

Training Manager: AHR-16 Course Length: 16 hour(s)

After completing this course, student should be able to: (a) describe the SGL purpose and its features; (b) identify the SGL chart of account structure; (c) use SGL account definitions; (d) analyze key accounting events; (e) identify SGL attributes; and (f) use SGL crosswalks to generate financial reports.

Prerequisites: None
And one of the following: None

05640 Delphi Budget Execution

Training Manager: AHR-16 Course Length: 8 hour(s)

This course provides users with an understanding of FAA business processes and how to perform the following transactions in Delphi: (a) enter appropriations (including recessions, warrants, deferrals); (b) enter apportionments; (c) enter allotments and sub-allotments; (d) enter allowances and sub-allowances; (e) enter allocations and sub-allocations; and (f) reporting.

Prerequisites: None
And one of the following: None

05641 (CBI/Web) Understanding Delphi

Training Manager: AHR-16 Course Length: 4 hour(s)

This course provides general knowledge of Delphi accounting. The course offers basic training in the following areas: (a) introduction and benefits of project Delphi; (b) key changes from DAFIS to Delphi (accounting string, Web reports, and project and activity codes); (c) reporting in Delphi (operating, management, and Web reports); (d) project accounting overview; and (e) introduction to the Delphi modules and key changes.

Prerequisites: None
And one of the following: None

05642 Delphi Accounts Payable and Purchasing Course

Training Manager: AHR-16 Course Length: 36 hour(s)

This course provides users with an understanding of FAA business processes and how to perform the following transactions in Delphi: (a) create suppliers, requisitions, and purchase orders (non-procurement); (b) enter purchase orders and invoices; (c) process payments; (d) manage payables; and (e) period end closing and reporting.

Prerequisites: None
And one of the following: None

05643 Regional Messaging Administrator On-The-Job Training

Training Manager: AHR-16 Course Length: 56 hour(s)

This course was designed for the Regional Messaging Administrator Team (RMAT) members. These RMATs are responsible for managing and maintaining the NEXGEN Lotus Notes Messaging System. This course will provide the RMATs with additional skills and knowledge of the system in order to allow them to have 'managerial rights' to the system and its databases in order to provide greater and more efficient service to their regional staff. The content of the course will cover the Lotus Notes Systems from end-user tasks to basic Lotus developer functions. The course content has been 'customized' to reflect the FAA's needs, requirements, and processes.

Prerequisites: None
And one of the following: None

05649 Working Styles and Team Effectiveness

Training Manager: AHR-16 Course Length: 32 hour(s)

This course was designed for the local support personnel that provide the first line of support for the NEXGEN Lotus Notes Messaging System. The course has been customized to meet the needs of the FAA and its requirements and processes. It will provide more information and advanced techniques than previously provided in the basic classes offered during the initial system implementation. This course is designed to meet the requirement to provide local support staff with more detailed information and procedures that will allow them to be more efficient in handling the installation, configuration, and day-to-day management of the system; and to better support the user community within the FAA.

Prerequisites: None
And one of the following: None

05653 Projectrak Help Desk Course

Training Manager: AHR-16 Course Length: 2 hour(s)

This course introduces and demonstrates the Projectrak Help Desk application. The course teaches how to navigate the application databases, create help desk tickets and postings, escalate and re-assign tickets, track ticket status, create service contracts and service bulletins, analyze call reports and pattern. The course also covers how to enable dash-1 and priority 1 ticket flagging capabilities, use different notification options, lookup caller history, and search the knowledge base for answers to questions outside the technician's field of experience.

Prerequisites: None
And one of the following: None

16550 Executive Potential Program

Training Manager: AHR-16 Course Length: 640 hour(s)

This is a career enhancement program to provide training and development experiences for high potential individuals GS/GM 13-14 to prepare for managerial and executive positions. It is designed for occupational specialists at the journeyman level who are transitioning into management as a second profession. This is a year-long training program consisting of: (1) a 1-week orientation session; (2) three 1-week seminars that provide a continuum of competencies required for new and developing managers; and (3) a 4-day program close out and graduation. Each participant is required to have two 60-day developmental work assignments, interview three senior executives, and complete a 3-day shadow

Prerequisites: None
And one of the following: None

60000 (IVT) Federal Financial Accounting Standards

Training Manager: AHR-16 Course Length: 12 hour(s)

The course is an overview of the new Federal financial accounting standards. The course is a review of the purpose, usefulness,

fundamental requirements and techniques of applying these standards. Understanding, interpreting, and applying these new standards are fundamental for financial managers, accountants, auditors, etc., to comply with the Chief Financial Officers Act of 1990, as expanded by the Government Management Reform Act.

Prerequisites: None
And one of the following: None

60002 LDR for Managers/Executive

Training Manager: AHR-16 Course Length: 6 hour(s)

Labor distribution reporting (LDR) is an effective and efficient means of tracking labor hours for projects and activities. This course teaches managers/supervisors the LDR process, how to check for compliance, the benefits of LDR, and the types of labor reports generated from LDR data for management use.

Prerequisites: None
And one of the following: None

61205 (IVT) Labor Management Relations

Training Manager: AHR-24 Course Length: 24 hour(s)

In order for leaders to achieve positive outcomes in a multiple interest, bargaining unit work environment, they must know and be able to apply LMR principles and law. Course participants will learn to apply appropriate LMR in the workplace via an understanding of the rights and responsibilities as defined by law, collective bargaining agreements, and executive orders. A framework for building collaborative LMR relationships is presented. The methodologies used in this highly interactive course include case studies, lecture and discussion, small and large group activities, and video scenarios. The IVT system includes student interaction via a response keypad system.

Prerequisites: None
And one of the following: None